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Date Submitted **JUN - 1 2010**

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Complete if Known

Application Number 09/641,866
 Filing Date 8/18/2000
 First Named Inventor Charles E. BERNASCONI
 Art Unit 3626
 Examiner Name RAPILLO, Kristine K.
 Attorney Docket Number 087354-0108

Sheet 1 of 1

U.S. PATENT DOCUMENTS

Examiner Initials*	Cite No. ¹	Document Number Number-Kind Code ² (if known)	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear
	C1	6,587,822	07-01-2003	BROWN ET AL.	

FOREIGN PATENT DOCUMENTS

Examiner Initials*	Cite No. ¹	Foreign Patent Document Country Code* Number* Kind Code ² (if known)	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Documents	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear	T ⁶

NON PATENT LITERATURE DOCUMENTS

Examiner Initials*	Cite No. ¹	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.) date, page(s), volume-issue number(s), publisher, city and/or country where published.	T ⁶
	C2	Aspect Telecommunications Announces Plans To Offer World Wide Web Solutions For Call Centers; New Web Interaction Capabilities For Agility Will Transform Call Centers Into Even More Powerful Customer Information Transaction Centers, Business Wire, September 19, 1995, http://thefreelibrary.com/_/print/PrintArticle.aspx?id=17436173 , 3 Sheets.	
	C3	TALX Corporation Releases TALXWare 8.1 Featuring State-of-the-Art Enhancements for Interactive Web and Interactive Voice Response, Business Wire, August 27, 1997, http://www.thefreelibrary.com/_/print/PrintArticle.aspx?id=19701564 , 2 Sheets.	
	C4	Web-On-Call Voice Browser Redefines Access To The Web; Organizations Can Now Extend Their Reach Beyond The Net, Business Wire, March 4, 1996, http://www.thefreelibrary.com/_/print/PrintArticle.aspx?id=18052502 , 2 Sheets.	
	C5	Copy of Office Action received in Application Serial No. 11/643,769 (087354-0110) on 4/27/2010 (20 pgs). Translation is attached.	

Examiner Signature

/Kristine Rapillo/

Date Considered

02/11/2011

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